BedInABox®.com
comfortable, affordable sleep

Oasis Owners Manual

ADVISORY

IMPORTANT INFORMATION

READ THE FOLLOWING INFORMATION CAREFULLY BEFORE USING THIS PRODUCT

FOR OPTIMUM ADJUSTABLE BASE OPERATION, USE A GROUNDED, ELECTRICAL SURGE PROTECTION DEVICE (NOT INCLUDED). FAILURE TO USE A SURGE PROTECTION DEVICE COULD COMPROMISE SAFETY OR CAUSE PRODUCT MALFUNCTION.

ELECTRICAL RATING
Electrical components are rated for 100–240V, 50–60Hz, 1.5 amp.

ELECTRICAL GROUNDING
This product is equipped with a polarized or grounded electrical power cord. The power cord will only fit into a grounded, electrical surge protection device (not included) or a grounded electrical outlet.

WARRANTY WARNING
Do not open any control boxes, motors or remote control devices (with the exception of the remote control and power down box battery compartments). The product warranty will be void if these components are tampered with. Do not attempt to alter component wiring or adjust or modify the structure of the product in any way or the warranty will be void. Any repair or replacement of bed parts must be performed by authorized personnel.

LUBRICATION
This product is designed to be maintenance free. The lift motors are permanently lubricated and sealed—no additional lubrication is required. Do not apply lubricant to lift motor lead screws or any nylon nuts or the base may inadvertently creep downward from the elevated position.

PRODUCT RATINGS
The base lift motors are ***not*** designed for continuous use. Reliable operation and full life expectancy will be realized as long as the lift motors do not operate any more than four (4) minutes over a forty (40) minute period, or approximately 10% duty cycle. ***Note: Massage equipped bases are not designed for continuous, extended massage operation. Massage systems are rated for a maximum of 2 hours of use within any 6 hour period.*** Any attempt to circumvent or exceed product ratings will shorten the life expectancy of the product and may void the warranty.

The rated weight restriction for The Oasis base is 700 lb (317 kg). The base will structurally support the recommended weight distributed evenly across the head and foot sections. This product is not designed to support or lift this amount in the head or foot sections alone. ***Note: Exceeding the recommended weight restrictions could damage the base and void the warranty.***

For best performance, consumers should enter and exit the adjustable base with the base in the flat (horizontal) position. **DO NOT SIT ON THE HEAD OR FOOT SECTIONS WHILE IN THE RAISED POSITION.**

UL (Underwriters Laboratories) recognized components.
CFR 1633 approved for use with most mattresses.
Assembled in USA.

Table of Contents

Advisories ii

Accessories 2

Installation:

- Opening Box & Installing Legs 3
- Battery Box 4
- Retainer Bar 5
- Joining Two Beds 6
- Remote Control Syncing 7
- Remote Contols 8

Headboard Brackets 9

Troubleshooting 10

Warranty 11-12

INSTALLATION

For Oasis Adjustable Base installation and setup, complete the numbered procedure indicated below and on the following pages:

1. Before discarding any packing materials, check the shipping carton and verify the following items are included:

a. (4) Base Legs
b. Remote Control (batteries included with wireless)
c. Mattress Retainer Bar (2) screws and (2) brackets.
d. Power Cord (for Battery Power Box)
e. Battery Backup Pack (battery included)

a.

b.

c.

d.

e.

OPTIONAL ACCESSORIES

SPLIT BED CONNECTORS (For King & California King bed) Not included.

HEADBOARD BRACKET ASSEMBLIES (Optional) Not included.

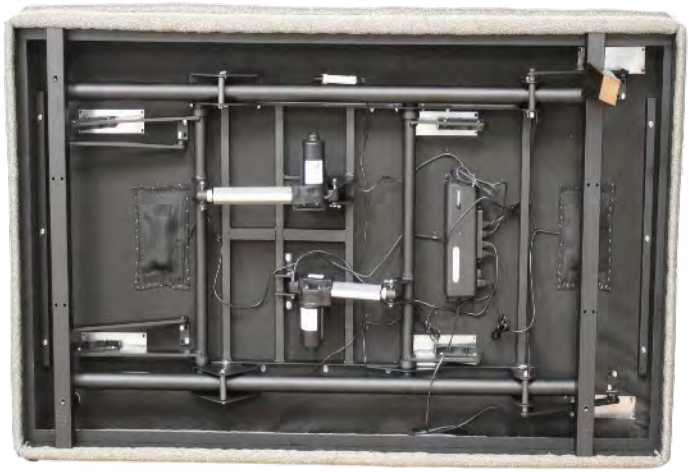
INSTALLATION

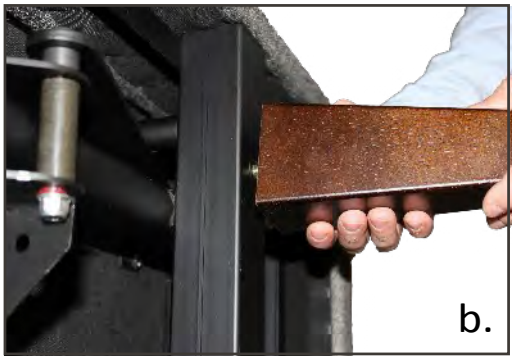
Step 1: Remove Box from Packaging and Install Legs

a. Lay shipping box flat on floor (top up) and open to remove adjustable base. Set all loose parts to the side. Lift bed out of box by metal frame (do not pick up by upholstered sides) and set on floor. *Always use 2 people to lift bed.

b. Install leg attachments by screwing them into the screw inserts on all four sides of the base (do not over-tighten.)

a.

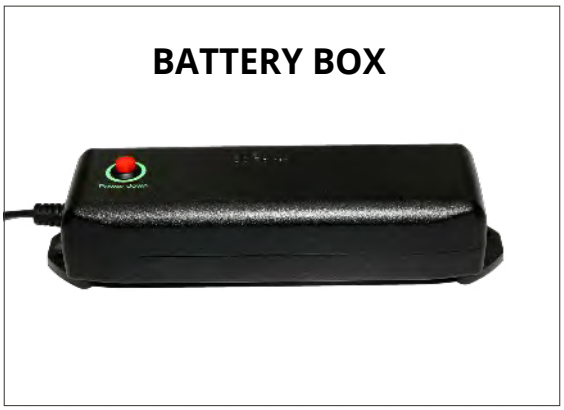


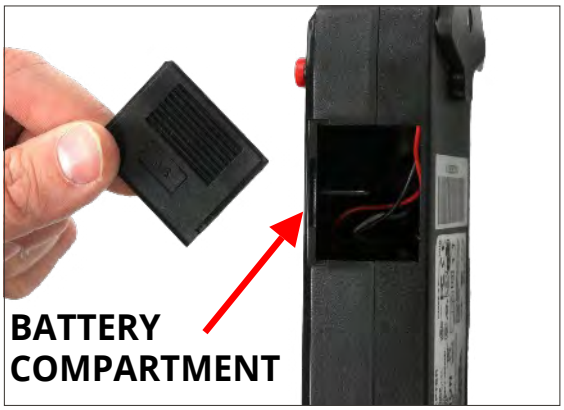


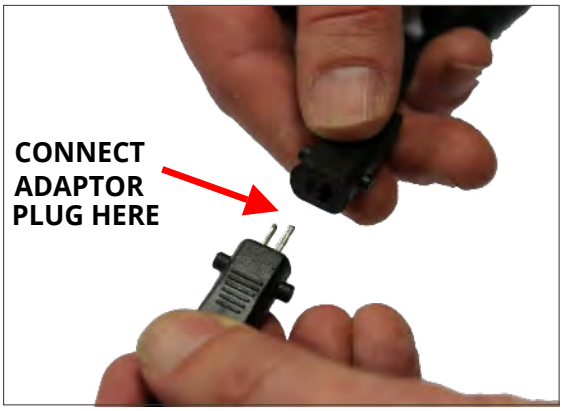
INSTALLATION

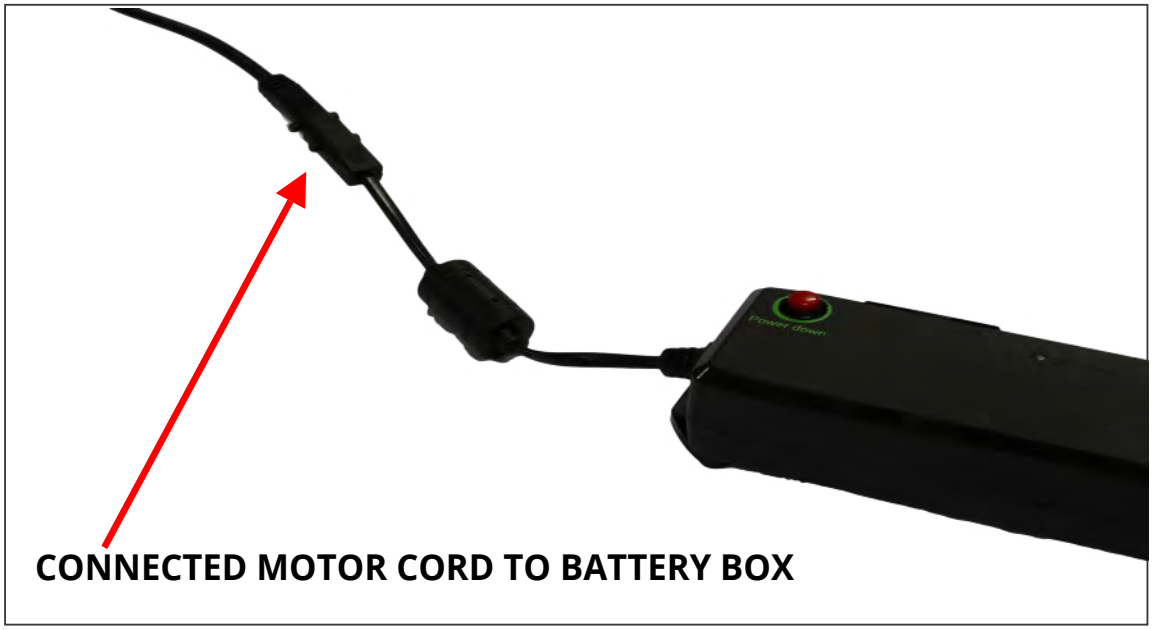
Step 2 Battery Box

Open backup battery compartment and connect the 9 Volt battery (included) to battery connectors and close. Connect the adaptor plug that is connected to the base motor to the power cord and plug into battery box.









INSTALLATION

Step 3: Install Mattress Retainer Bar

The mattress retainer is shipped attached to the bed upside down. To assemble, remove screws and capture washers with tool (included) and remove the retainer bar from the base. Re-insert screws and capture washers loosely and slide retainer bar upright over the screws and under the washer and tighten.

MATTRESS RETAINER BAR - UPSIDE DOWN

MATTRESS RETAINER BAR - RIGHT SIDE UP

INSTALLATION

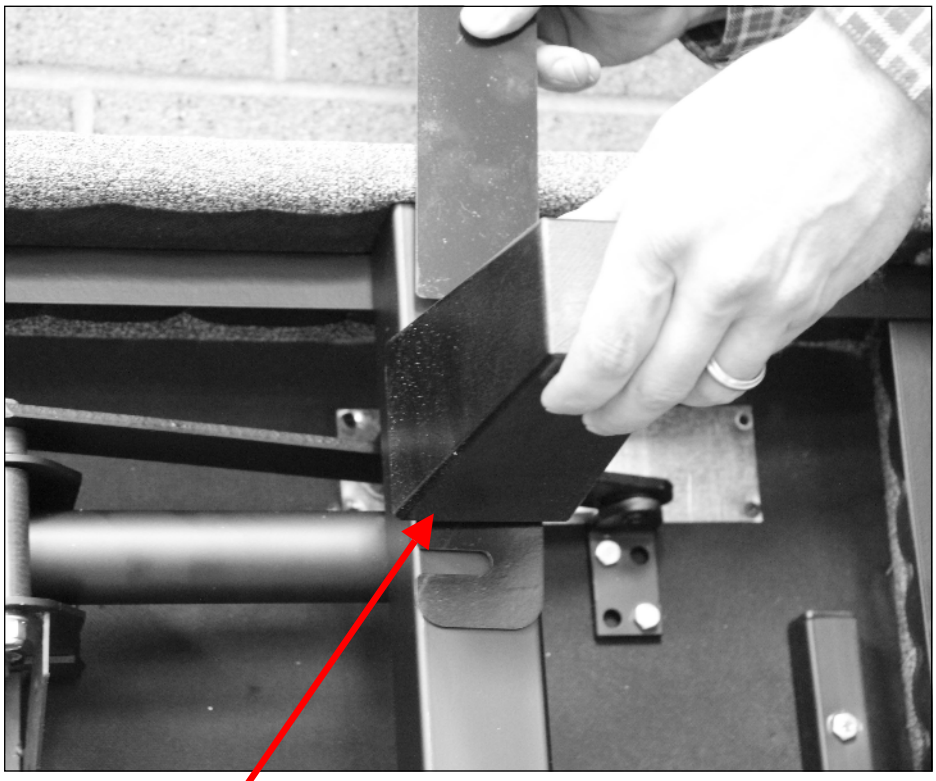
Step 4: How to Join Two Bases (Optional for King/California King set-up)

To join two split bases you will need to purchase the optional connector plate bracket to connect both bases together from the manufacturer.

1. With the adjustable bases face down, loosen the four interior bed legs so that there is enough room to slide the connector plate under them.

2. Start at the top of the bed and slide the connector plate in between the threaded leg bolts on bed #1 and re-tighten legs to hold in place. Repeat Step 1 with bottom leg and turn both beds upright.

3. Lift up the top corner of bed #2 and slide the connector plate in between the leg bolt and turn to tighten. Be sure to use the same slots as the #1 connector so that the bed is attached evenly. Repeat Step 3 with bottom corner leg.



Slide one of the openings on the connector bracket in between the leg screw and tighten. Attach other end of bracket to 2nd bed leg.

Step 3: Oasis Wireless Remote

The wireless remote is synced to the electronics controller at the factory. You should not have to sync the remote to the controller. If, however, the remote is not synced or becomes unsynced, follow the steps below:

- Hold both the “Head Up” and “Foot Up” buttons at the same time.
- While holding the “Head Up” and “Foot Up” buttons, press the “Reset Coding” button on the controller (see figure below).

If two units are used together to create a single, split bed and you would like one remote to operate both sides, both controllers must be synced to a single remote. Follow steps above to sync the remote to both controllers.

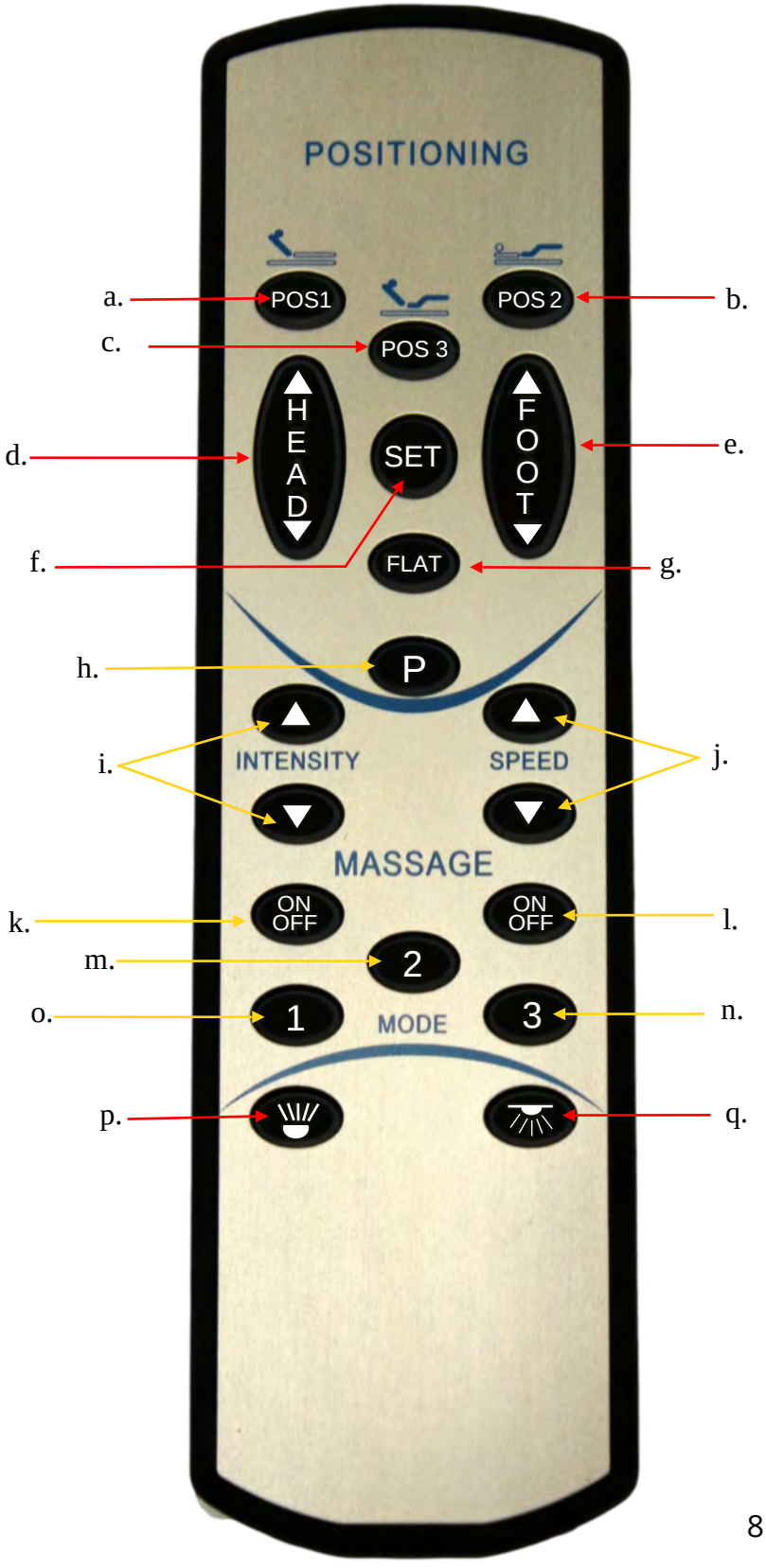
Step 6: Wireless Remote

Your remote is shipped pre-programmed to your bed settings. Insert the (3) AAA batteries that are included into the wireless remote and press the head or leg up button to test the power and functions.

	Function
a.	**POS 1 - TV Mode** (Head side top position, foot side flat position
b.	**POS 2 - Zero Gravity** (Foot side top position, Head side flat position
c.	**POS 3 - Lounge** - Head and foot top position
d.	**HEAD -** Head Up & Head Down
e.	**FOOT** - Foot Up & Foot Down
f.	**SET -** Use with P to program a favorite position
g.	**Flat** - One Touch Flat
h.	**P** - Use with Set to program a favorite position
i.	**Intensity Up & Down** (Massage Intensity)
J.	**Speed Up & Down** (Massage Speed)
k.	**On/Off** Head Massage
l.	**On/Off** Foot Massage
m.	**1** (Pre-programmed massage #1)
n.	**2** (Pre-programmed massage #2)
o.	**3** (Pre-programmed massage #3)
p.	**Flashlight** (Off & On)
q.	**Undercarriage Lights** (Off & On)

NOTE

THE REMOTE REQUIRES THREE (3) AAA BATTERIES TO FUNCTION



INSTALLATION

Step 7: Headboard Brackets (Optional)

To attach a headboard to your adjustable bed you will need to order the optional headboard brackets from the manufacturer.

1. Attach the bracket at the head of your bed to the adjustable base frame by inserting a inserting a bolt into the long bracket slot and through the 2nd hole of the bed frame (see Figure 1.)

2. Fasten bolt with a washer and nut and tighten with wrench. (see Figure 2.)

What you will need:
A wrench

What's Included:
2 Headboard Brackets 2 Bolts
2 Washers

Figure 1

Figure 2

TROUBLESHOOTING

If your adjustable bed fails to operate, please review the problem you are having and look for a solution below.

SYMPTOM	SOLUTION
Wired remote control does not light up or is not operating the base.	1. Check to make sure that your adjustable bed is plugged into the electrical outlet and is receiving power. 2. Your remote control may not be connected securely to the motor. If loose, re-attach and try remote again.
Wireless remote control lights up, but is not operating the base.	1. Check to make sure that your adjustable bed is plugged into the wall outlet. 2. Your remote control may be un-synced from your controller. To re-sync you must press the Head Up and Foot Up button at the same time while pressing the "Reset Coding" button on the controller (underneath the bed). 3. Check motor connections at controller. If loose, re-attach.
Wireless remote control does not light up.	1. Check batteries in remote to make sure that they are installed properly. 2. Replace batteries in remote.
Massage motor noise seems excessively loud.	1. Check to make sure base is not contacting walls, furniture, etc. that would cause noise or vibration. 2. If base is sitting on hard flooring (wood, tile, etc.), place pieces of carpet or furniture pads under each leg. 3. If headboard bracket was installed, check to make sure that hardware has been firmly tightened.
LED lights are not working	1. Check cable connections at LED lights and controller. If loose re-attach.

LIMITED WARRANTY

ADJUSTABLE BED BASE
WARRANTY TERMS & CONDITIONS

Full 1-Year Warranty
Your adjustable bed base is warranted against defects in materials or workmanship for a period of one year from the date of purchase by the original purchaser. This warranty is not transferable. During this period the manufacturer will repair or replace, at no cost to the original purchaser, any defective part or workmanship. During this one year period the manufacturer will bear full responsibility for all authorized warranty related costs, including labor and transportation costs incurred in connection with the repair or replacement of any part found to be defective.

Limited 3 Year Warranty
Beginning one year from the date of original purchase through 36 months, from said date, the manufacturer will replace any part on the adjustable bed base found to be defective. Note: This limited warranty specifically excludes labor, shipping and transportation costs which will be charged to the purchaser. This warranty is limited to the replacement of the defective electrical/mechanical part(s).

20-Year Pro-Rated Limited Warranty
Beginning 37 months from the original purchase date through year 20 (month 240), the manufacturer will replace, consistent with the terms and conditions set forth herein, the adjustable bed base electrical/mechanical part(s) found to be defective as follows: Purchaser shall pay 1/17 of the then current replacement cost of the defective part multiplied by the number of years after the 3rd year, from the original purchase date. This warranty applies only to the replacement of defective or electrical and/or mechanical parts. Purchaser will be responsible for labor, transportation and shipping costs and any installation and service fees or expenses.
All warranty claims are subject to verification by the manufacturer. This warranty will be null and void if the product is subject to abuse, misuse or is otherwise operated in a manner not consistent with this User Manual.

Limitation of Liability. Under no circumstances shall the manufactuer's liability exceed the purchase price paid by the original purchaser. Under no circumstances shall the manufacturer be liable or responsible for claims seeking special, indirect or consequential damages.

2-Year Floor Model Warranty
Your adjustable bed base floor model is warranted against defects in the electronic parts for a period of two years from the date of purchase by the original purchaser. Subject to the limitations set forth below, during this period the manufacturer will replace at no cost to the original purchaser, any defective electronic part(s). Liability is limited to the replacement of the defective electronic part(s) ONLY, with the purchaser responsible for all service, installation and transportation costs associated with any warranty repair.

This limited warranty will be null and void if the warranty card or registration is not received by HSM within one year of original date of purchase.

LIMITED WARRANTY

Note: Additional conditions apply concerning weight distribution. This warranty only applies to original owner. This warranty will be modified where necessary to comply with state laws that do not permit the exclusion or limitation of incidental or consequential damages. This warranty is valid in all States within the United States, the District of Columbia, Puerto Rico, and the 10 Provinces and 3 Territories of Canada. For customer service under this limited warranty, please give notice to the manufacturer by mail, phone, email or online to the addresses set out below:

For warranty claims: call or email Customer Service.Toll Free: 1-844-433-2435 or send an email to thamlin@hsmsolutions.com

PRODUCT RATINGS: The adjustable bed base lift motors are not designed for continuous use. Reliable operation and full life expectancy will be realized as long as the lift motors do not operate any more than five (5) minutes over a thirty (30) minute period, or approximately 10% duty cycle

Note: Massage equipped bases are not designed for continuous, extended massage operation. Massage systems are rated for a maximum of 2 hours of use within any 6 hour period. Any attempt to circumvent or exceed product ratings will shorten the life expectancy of the product and may void the warranty. This warranty will be null and void if the product is subject to abuse, misuse or is operated in a manner not consistent with the base's operating instructions and User Manual.